

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	0	(on) adj (line) near5 (assistance or communication) same (qos) same (multi) adj (media)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 10:58
L2	0	(on) adj (line) near5 (assistance or communication) same (multi) adj (media)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 10:57
L3	0	(on) adj (line) near5 (assistance or communication or help) same (multi) adj (media)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 10:58
L4	0	(on) adj (line) near5 (assistance or communication or help)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 10:58
L5	3349	(online) near5 (assistance or communication or help)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:53
L6	2	(online or live or realtime or (real) adj (time)) near5 (assistance or communication) same (qos) same (multi) adj (media)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 10:59
L7	0	(online or live or realtime or (real) adj (time)) near5 (assistance or help\$3 or tutor\$3 or teach\$3 or interact\$3 or shar\$3 or collaborat\$4) same (qos) same (multi) adj (media)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 11:01
L8	4	(online or live or realtime or (real) adj (time)) same (assistance or help\$3 or tutor\$3 or teach\$3 or interact\$3 or shar\$3 or collaborat\$4) same (qos) same (multi) adj (media)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 11:01
L9	1161	(online) near5 (assistance or help)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:47
L10	19	9 and (exchange\$3 or sharing) same (common) same (display)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 11:14
L11	0	9 and (exchange\$3 or sharing) same (concurrent or simultaneous\$2) same (display\$3)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 11:14
L12	25	9 and (concurrent or simultaneous\$2) same (display\$3)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 11:14
L13	0	((customer) adj (service) or help\$3 or assist\$4) same (live or (real) adj (time)) same (simutaneous\$2 or concurent\$2)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:42

L14	34787	((customer) adj (service) or help\$3 or assist\$4) same (live or (real) adj (time))	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:42
L15	51	((customer) adj (service) or help\$3 or assist\$4) same (live or (real) adj (time)) same (curser or mouse or mice) same (network)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:43
L16	5	((customer) adj (service) or help\$3 or assist\$4) same (live or (real) adj (time)) same (curser or mouse or mice) same (network) same (updat\$3)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:44
L17	7	(customer or client or user) same (help\$3 or assist\$4 or service) same (live or (real) adj (time)) same (curser or mouse or mice) same (network) same (updat\$3)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:45
L18	90	(online) near5 (assistance or help) same (vtc or chat or voice)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:49
L19	9070	(online or live or (real) adj (time)) near5 (assistance or help or learn\$3 or teach\$3 or meeting)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:50
L20	7378	(live or (real) adj (time)) near5 (assistance or help or learn\$3 or teach\$3 or meeting)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:51
L21	0	(live or (real) adj (time)) near5 (assistance or help or learn\$3 or teach\$3 or meeting) same (udat\$3) near4 (screen or display)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:51
L22	6	(live or (real) adj (time)) near5 (assistance or help or learn\$3 or teach\$3 or meeting) same (updat\$3) near4 (screen or display)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:52
L23	206	(live or (real) adj (time)) near5 (assistance or help or learn\$3 or teach\$3 or meeting) same (session)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:54
L24	3	(live or (real) adj (time)) near5 (assistance or help or learn\$3 or teach\$3 or meeting) same (session) near5 (board or screen)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 13:19
L25	9	(live or (real) adj (time)) near5 (assistance or help or learn\$3 or teach\$3 or meeting) same (session) near5 (board or screen or display\$3)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 13:21

L26	56	(select\$3 or idendif\$7) near5 (mode channel or connection) near5 (criteria or rule or polic\$3 or parameter) same (qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 13:23
L27	56	(select\$3 or idendif\$7) near5 (mode or channel or connection) near5 (criteria or rule or polic\$3 or parameter) same (qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 13:30
L28	3	(select\$3 or idendif\$7) near5 (mode or channel or connection) near5 (type or nature) near5 (criteria or rule or polic\$3 or parameter) same (qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 13:26
L29	0	(client or user or customer or terminal) same (select\$3 or idendif\$7) near5 (mode or channel or connection) near5 (type or nature) near5 (criteria or rule or polic\$3 or parameter) same (qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 13:27
L30	137	(select\$3 or idendif\$7 or allow\$4 or establish\$3) near5 (session or channel or connection) near5 (criteria or rule or polic\$3 or parameter) same (qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 13:31
L31	147	(select\$3 or idendif\$7 or allow\$4 or establish\$4) near5 (session or channel or connection) near5 (criteria or rule or polic\$3 or parameter) same (qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 13:32
L32	2	(select\$3 or idendif\$7 or allow\$4 or establish\$4) near5 (session or channel or connection) near5 (criteria or rule or polic\$3 or parameter) same (qos) same (synchroniz\$5 or simultaneous\$2 or concurrent\$2)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:16
L33	10	("5103498"   "5122972"   "5179654"   "5239617"   "5255386"   "5287448"   "5310349"   "5377319"   "5442759"   "5477447").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/10/19 15:01
L34	44	("5563805").URPN.	USPAT	OR	ON	2005/10/19 15:14



L36	2	(select\$3 or idendif\$7 or allow\$4 or establish\$4) near5 (session or channel or link or connection) near5 (criteria or rule or polic\$3 or parameter) same (qos) same (synchroniz\$5 or simultaneous\$2 or concurrent\$2)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:21
L37	166	(select\$3 or idendif\$7 or allow\$4 or establish\$4) near5 (session or channel or link or connection) near5 (criteria or rule or polic\$3 or parameter) same (qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:22
L38	1	(select\$3 or idendif\$7 or allow\$4 or establish\$4) near5 (session or channel or link or connection) near5 (criteria or rule or polic\$3 or parameter) same (qos) same (load) adj (balanc\$3)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:22
L39	150	(select\$3 or establish\$4) near5 (session or channel or link or connection) near5 (criteria or rule or polic\$3 or parameter) same (qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:23
L40	92	(select\$3 or establish\$4) near5 (session or channel or link or connection) near5 (criteria or rule or polic\$3 or parameter) near5 (qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:36
L41	0	(select\$3 or establish\$4) near5 (session or channel or link or connection) near5 (criteria or rule or polic\$3 or parameter) near5 (qos) same (userid)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:23
L42	0	(select\$3 or establish\$4) near5 (session or channel or link or connection) near5 (criteria or rule or polic\$3 or parameter) near5 (qos) same (user) adj (id)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:24
L43	0	(select\$3 or establish\$4) near5 (session or channel or link or connection) near5 (criteria or rule or polic\$3 or parameter) near5 (qos) same (adjust\$3 or downgrad\$3)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:24
L44	1	"6388654".pn.	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:36
L45	74	709/204.ccls. and (online) near5 (assistance or communication or help)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:53

L46	1	709/204.ccls. and (online) near5 (assistance or communication or help) same (bandwidth or qos) same (web)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:54
L47	5	709/204.ccls. and (online) near5 (assistance or communication or help) same (bandwidth or qos)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 16:54
S1	2	(user or client or pc or customer) near5 (network or WAN) near5 (monitor\$4 or collect\$4) near5 (user or client or customer) near5 (profile or log) same (remote\$3)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 16:31
S2	71	(user or client or pc or customer) near5 (network or WAN) near5 (monitor\$4 or collect\$4) near5 (user or client or customer) near5 (profile or log)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 16:40
S3	1	((user or client or pc or customer or host) with server) near5 (network or WAN) near5 (help or assistance or "trouble shoot" or shoot\$4) near5 (user or client or customer) near5 (profile or log) same (agent)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 16:43
S4	0	((user or client or pc or customer or host) with server) same (network or WAN) near5 (help or assistance or "trouble shoot" or shoot\$4) near5 (user or client or customer) near5 (profile or log) same (agent)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 16:44
S5	0	((user or client or pc or customer or host) with server) same (network or WAN) same (help or assistance or "trouble shoot" or shoot\$4) near5 (user or client or customer) near5 (profile or log) same (agent)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 16:44
S6	4	((user or client or pc or customer or host) with server) same (network or WAN) same (help or assistance or "trouble shoot" or shoot\$4) same (user or client or customer) near5 (profile or log) same (agent)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 16:47
S7	174	((user or client or pc or customer or host) with server) same (network or WAN) same (user or client or customer) near5 (profile or log) same (agent)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 16:48

S8	43	((user or client or pc or customer or host) with server) same (network or WAN) same (user or client or customer) near5 (profile or log) same (agent) same (monitor\$4 or track\$4 or analyz\$4)	US-PGPUB; USPAT; EPO	OR	ON	2005/10/19 12:39
S9	0	((user or customer or consumer) near5 (info\$5 or profile)) near5 (((ID\$5 or number or address)) near5 priorit\$5) same ((multimedia or digital) near5 ((online or network or web) adj (assitance or help\$5 or support)))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 16:59
S10	0	((user or customer or consumer) near5 (info\$5 or profile)) near5 (((ID\$5 or number or address)) near5 priorit\$5) and ((multimedia or digital) near5 ((online or network or web) adj (assitance or help\$5 or support)))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:00
S11	0	((user or customer or consumer) near5 (info\$5 or profile)) near5 (((ID\$5 or number or address)) same priorit\$5) and ((multimedia or digital) near5 ((online or network or web) adj (assitance or help\$5 or support)))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:00
S12	0	((user or customer or consumer) near5 (info\$5 or profile)) near5 (((ID\$5 or number or address)) same priorit\$5) and ((multimedia or digital) same ((online or network or web) adj (assitance or help\$5 or support)))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:01
S13	2	((user or customer or consumer) near5 (info\$5 or profile)) near5 (((ID\$5 or number or address)) same priorit\$5) and ((multimedia or digital) and ((online or network or web) adj (assitance or help\$5 or support)))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:02
S14	4	((user or customer or consumer) near25 (info\$5 or profile)) near45 (((ID\$5 or number or address)) same priorit\$5) and ((multimedia or digital) and ((online or network or web) adj (assitance or help\$5 or support)))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:03
S15	0	"20020046299".URPN.	USPAT	OR	ON	2004/11/01 17:02

S16	4	((user or customer or consumer) near25 (info\$5 or profile)) near45 (((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or help\$5 or support))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:04
S17	18	((user or customer or consumer) near25 (info\$5 or profile)) same (((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or help\$5 or support)) and multimedia	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:10
S18	28	((user or customer or consumer) near25 (info\$5 or profile)) same (((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or help\$5 or support))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:06
S19	73	((user or customer or consumer) near5 (info\$5 or profile)) near5 (((ID\$5 or number or address)) same priorit\$5	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:07
S20	3	((user or customer or consumer) near5 (info\$5 or profile)) near5 (((ID\$5 or number or address)) same priorit\$5) and 709/205	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:07
S21	136	((user or customer or consumer) near25 (info\$5 or profile)) and (((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or help\$5 or support)) and multimedia	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:11
S22	2	((user or customer or consumer) near25 (info\$5 or profile)) and (((ID\$5 or number or address)) same priorit\$5) same((online or network or web) adj (assitance or help\$5 or support)) and multimedia	US-PGPUB; USPAT; EPO	OR	ON	2004/11/01 17:11
S23	64	((user or customer or consumer) near25 (info\$5 or profile)) and (((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or help\$5 or support)) and multimedia ) and "709"/\$	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 11:49



S24	36	((user or customer or consumer) near25 (info\$5 or profile)) and ((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or help\$5 or support)) and collaborat\$4) and "709"	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 11:16
S25	253	((user or customer or consumer) near25 (info\$5 or profile)) and (remot\$4) same (manag\$4) same ("real time"))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 11:19
S26	2	((user or customer or consumer) near25 (info\$5 or profile)) and (remot\$4) same (manag\$4) same ("real time")) same (assistance or help or tutor)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 11:20
S27	70	((user or customer or consumer) near25 (info\$5 or profile)) and (remot\$4) same (manag\$4) same ("real time")) and "709"	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 11:21
S28	64	((user or customer or consumer) near25 (info\$5 or profile)) and ((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or training or tutoring or help\$5 or support)) and multimedia ) and "709"/\$	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 11:50
S29	4791	709/203.ccls.	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:03
S30	998	709/202.ccls.	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:04
S31	2232	709/227.ccls.	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 16:23
S32	3430	709/203.ccls. and (user or client or pc or customer) near5 (network or WAN)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:17
S33	236	709/203.ccls. and 709/202.ccls. and40 and (user or client or pc or customer) near5 (network or WAN)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:17
S34	34	709/203.ccls. and 709/202.ccls. and 709/227.ccls. and (user or client or pc or customer) near5 (network or WAN)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:29

S35	0	709/203.ccls. and 709/202.ccls. and 709/227.ccls. and (((user or customer or consumer) near25 (info\$5 or profile)) and (((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or help\$5 or support)) and multimedia )	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:22
S36	0	709/203.ccls. and 709/202.ccls. and 709/227.ccls. and (((user or customer or consumer) near25 (info\$5 or profile)) and ((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or help\$5 or support))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:23
S37	34	709/203.ccls. and 709/202.ccls. and 709/227.ccls. and (user or client or pc or customer) same (network or WAN) same (profile or info\$7)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:31
S38	1333	709/227.ccls. and (user or client or pc or customer) same (network or WAN) same (profile or info\$7)	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:32
S39	0	709/227.ccls. and (user or client or pc or customer) same (network or WAN) same (profile or info\$7) same (((ID\$5 or number or address)) same priorit\$5) and ((online or network or web) adj (assitance or help\$5 or support))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:33
S40	0	709/227.ccls. and (user or client or pc or customer) same (network or WAN) same (profile or info\$7) same (((ID\$5 or number or address)) same priorit\$5) same ((online or network or web) adj (assitance or help\$5 or support))	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 14:33
S41	614	709/227.ccls. and (establish\$5 or intitiat\$4) same (session)".	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 16:24
S42	23	709/227.ccls. and (establish\$5 or intitiat\$4) same (session) same (priorit\$4 or rank\$4)".	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 16:27
S43	0	709/227.ccls. and (establish\$5 or intitiat\$4) same (session) same (priorit\$4 or rank\$4) same (profile or info\$7) same "user."	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 16:28

S44	79	709/227.ccls. and 709/202.ccls. (establish\$5 or intitiat\$4) same (session) same (priorit\$4 or rank\$4) same (profile or info\$7) same "user."	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 16:30
S45	998	709/202.ccls. (establish\$5 or intitiat\$4) same (session) same (priorit\$4 or rank\$4) same (profile or info\$7) same "user."	US-PGPUB; USPAT; EPO	OR	ON	2004/11/02 16:30
S46	5	"808672".ap.	US-PGPUB; USPAT; EPO	OR	ON	2005/06/08 17:45
S47	1	"6353446".pn.	US-PGPUB; USPAT; EPO	OR	ON	2005/06/08 17:45